



ZIAD ALGAMAL

PMP® , ITIL®V4 STRATEGIST, PSM™ I, SMPC®

PMP, ITILv4 Strategist, PSM, SMPC Certified, Experienced operations supervisor with a demonstrated history of working in the information technology and services industry. Driving professional training in Project Management, ITIL and Scrum.

Skilled in Customer Supertitle, Networking, Project Management, Scrum with a strong information technology professional and a bachelor's degree focused on Communication Engineering from The German University in Cairo.

EXPERIENCE

- TIER 1 SUPERVISOR, NETWORK OPERATIONS CENTER** **November 2021 – Present**
Cairo, Egypt
NCR Corporation
 - Recruit, train and supervise Network Engineers on the NOC department.
 - Improve operational management systems, processes, and best practices.
 - Help the organization's processes remain legally compliant
 - Formulate strategic and operational objectives
 - Examine financial data and use them to improve profitability
 - Manage budgets and forecasts
 - Perform quality controls and monitor KPIs.
 - Find ways to increase quality of customer service.
 - Managing projects
- GLOBAL TEAM LEAD, NETWORK OPERATIONS CENTER** **December 2020 – November 2021**
NCR Corporation
 - Lead the Networking operations centers
 - Develop short term and long-term training plans
 - Develop and upgrade test labs
 - Manage the day to day operations of NOC center, Event and Incident Management, design and configuration, Software Distribution, which includes anticipating and understanding customer needs and having an appreciation and understanding of the role of NCR in the global marketplace; Adapts global processes to meet local requirements.
 - Analyzes support operations to identify process improvement opportunities based on key metrics, account reviews, and customer feedback
 - Develops and maintains an extensive network of relationships with customers, peers, and colleagues in order to identify opportunities, gather marketing information, answer questions, and seek input to problems with a view to sustaining a competitive advantage

- Maintains a heightened sense of urgency in reactive support situations, and demonstrated proactive response in the management of all problems, escalations, and customer notifications until issues are resolved
- Operationally responsible for seeing that the organization is properly staffed, providing delivery of services according to agreed-upon SLA's for 75+ customers.
- Manage the organization within the financial requirements established while maintaining contractual SLAs
- Responsible for performance measurements and performance tracking of service providers; Able to guide an individual team, or group toward a desired result

● **MAJOR INCIDENT MANAGER, NETWORK OPERATIONS CENTER**

February 2020 – December 2020

NCR Corporation

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- Perform quality controls and monitor KPIs.
- Find ways to increase quality of customer service.
- Managing projects

● **SHIFT LEADER AND SENIOR INCIDENT MANAGEMENT SPECIALIST, IT NETWORKS SUPPORT CENTER**

January 2018 – February 2020

Orange Business Services

Cairo, Egypt

- Contributing in the hiring process by acting as first level of screening for interviewees and setting the recruitment criteria for selecting qualified candidates.
- Acting as Shift Leader; coaching and directing a team of 9 engineers of diversified levels of experience.
- Acting as mentor for the team's new joiners; providing the required guidance and training.
- Leading the customer's weekly operational call to ensure that the team is meeting the customer's expectations.
- Ensuring that all operational interlocks are aligned and smoothly acting to deliver an effective operational model and achieving the organizational KPIs.
- Acting as a first level of escalation (replacing my Team Leader during off hours).
- Received token of appreciation for excellent customer management.

● **INCIDENT MANAGEMENT SPECIALIST, IT NETWORKS SUPPORT CENTER**

July 2016 – January 2018

Orange Business Services

- Responsible for all the global IT infrastructure network and remotely troubleshooting all IT-related incidents.
- Own the resolution responsibility of both proactive and reactive incidents in a timely manner applying the incident management techniques with ITIL compliance.
- Professionally managing major incidents to guarantee the minimum possible impact to business.
- Performing managerial and technical escalations in line with company procedure and requirements.

EDUCATION

GERMAN UNIVERSITY IN CAIRO (GUC)

Faculty of Information Engineering and Technology

- B.Sc. in Communications
- Overall grade: Very good

Cairo, Egypt
September 2014

PROFESSIONAL COURSES & CREDENTIALS

- PMP (Project Management Professional)
- ITIL V4 Strategist (DPI)
- ITIL V3 Foundation
- PSM (Professional Scrum Master)
- SMPC (Scrum Master Professional Certificate)
- High Impact Presentation
- Emotional Intelligence Professional
- Redhat Admin I & II
- CCNA – Routing and Switching

LANGUAGE PROFICIENCY

- English: Fluent/ Native-like
- Arabic: Native language
- German: Level A1

EXTRACURRICULAR EXPERIENCE

- PMP Trainer & Coach in PMP Club at Orange Business Services (November 2019 – February 2020)
- ITILv4 Foundation Trainer and Coach
- Member of Kaizen transversal committee at Orange Business Services (June 2017 – February 2020)
- Intern for (Explore Russia) program at AIESEC, Krasnoyarsk, Russia Summer 2013
- Intern at Google Global Moscow Summer 2012